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PSC ALERTS CONSUMERS TO
QUESTIONABLE TELEPHONE BILLING
FROM DISCOUNT PLUS

Several Great Falls and Hi-Line area residents have contacted the state Public Service Commission recently to report they received letters from a company called Discount Plus attempting to collect questionable charges for alleged long-distance calls from as long as two years ago.

Each complainant received a collection letter from Discount Plus, along with an attached list of calls and charges. Some of the complainants told the PSC they had been switched to Discount Plus without their authorization two years ago and disputed payment of any charges at that time. Many of the itemized bills from Discount Plus included duplicate and triplicate charges. Some complainants proved that they had already been billed for these calls back in 1996 and had paid at that time.

The PSC has contacted Discount Plus to dispute these collection attempts on behalf of consumers who have complained. The company has agreed to credit these consumers' accounts in full and to discontinue its collection efforts in these cases. The PSC encourages Montanans who received these letters from Discount Plus and believe they are being asked to pay questionable charges to call the PSC at 1-800-646-6150 or mail a copy of their Discount Plus collection letter and a note stating their reasons for disputing the charges to the PSC at PO Box 202601, Helena MT 59620-2601.

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